



NCDOT DRIVEWAY PERMIT USER GUIDE



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NCDOT Driveway Permits User Guide

Contents

Contents.....	1
Overview.....	2
Applicant Role vs. Reviewer Role	2
Purpose.....	2
Process.....	3
Driveway Permit Review Process	3
Log in to the Permits Site.....	4
Submit a New Driveway Permit	7
Permits Dashboard	12
Return to Applicant	13
Edit – Driveway Permit Submission - Applicant	15
Edit – Driveway Permit – NCDOT Employee	18
Edit - Routes.....	20
Edit - View/Upload Documentation for a Driveway Permit Submission	21
Next Action	22
Decision	25
Sample Emails Sent to the Applicant.....	26
Email Alert Notifications	27
Setting an Alert on the Permit Dashboard - Applicant.....	27
Setting an Alert for a Driveway Permit Submission – NCDOT Employee	29
Removing an Alert on a Driveway Permit.....	31
Checked Out Documents	31
Document Check In	32
Driveway Permit Review Process: Approval by District Office.....	34
Appendix A.....	36

NCDOT Driveway Permits User Guide

Overview

This manual provides basic instructions for the most common tasks Applicants and NCDOT Reviewers will perform on the Connect NCDOT Permits site:

- Creating and submitting a driveway permit
- Adding/Updating document(s) in your submissions
- Creating notifications, alerts and filters

Reference the **Policy on Street and Driveway Access to North Carolina Highways** for additional information:

<https://connect.ncdot.gov/projects/Roadway/RoadwayDesignAdministrativeDocuments/Policy%20on%20Street%20and%20Driveway%20Access.pdf>

Applicant Role vs. Reviewer Role

The instructions in this manual apply to both the Applicant and the Reviewer roles. They are considered as two entirely different functions in the Permits site.

The **Applicant Role** is used by vendors and applicants to create a Driveway Permit submission and monitor the status of past and current Driveway Permits. All content created on the Permits site is specific to the Applicant's NCID. All submittals start at the Division/District level.

While discouraged, it should be noted that when an NCDOT employee submits a driveway permit for the Applicant, the send of automatic emails to the applicant may be compromised. In this case, only the NCDOT employee will be notified of any changes. Therefore, the NCDOT employee must notify and/or otherwise separately communicate with the submitter, or utilize the Notify Email field described later in this manual.

The **Reviewer Role** is where NCDOT District Engineers or other designated NCDOT Employees make driveway permit additions and/or changes that applicants can view.

Purpose

The NCDOT Permits site was created for the following reasons:

- Reduce review time between the Applicant and NCDOT.
- Provide electronic submittal and exchange of Driveway Permit Submission documentation (e.g. Application, Plans, Cover Letter, Traffic Impact Studies and other supporting documentation as appropriate).
- Track driveway permit submittals statewide with abilities specific to user interests, such as by District Office driveway permits.
- The Applicant and NCDOT can review and monitor the status of a driveway permit.
- Monitor the length of time that a driveway permit is handled by each office.
- Maintain consistency with the statewide driveway permit numbering system.
- Promote environmentally friendliness by reducing hardcopies and paper waste.

NCDOT Driveway Permits User Guide

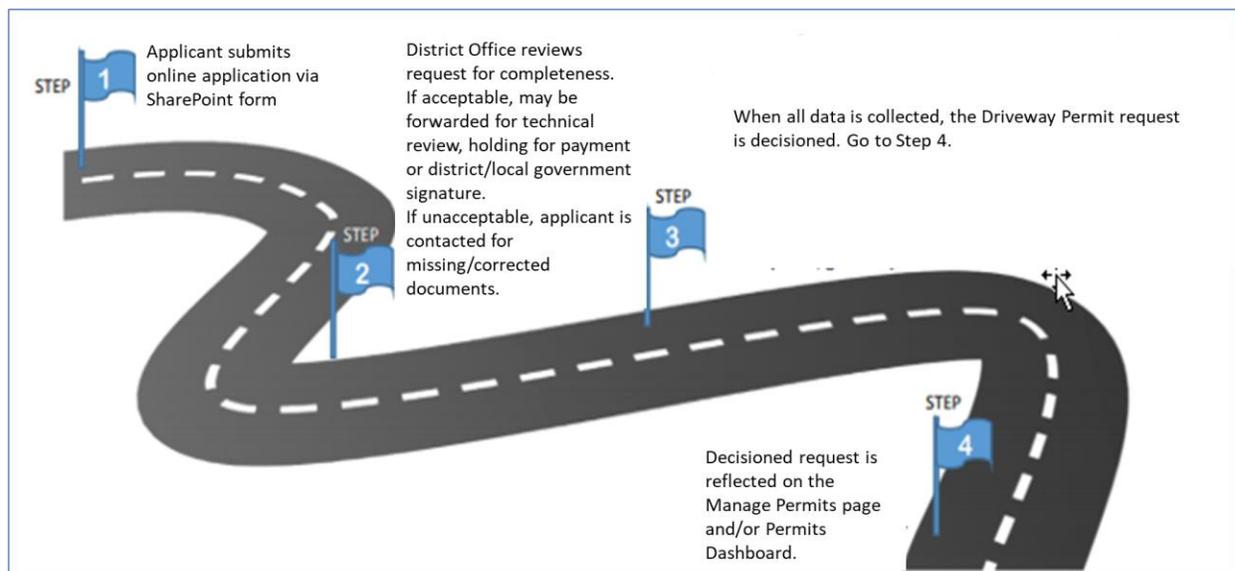
- Allow submitters to electronically obtain approved driveway permit documents after NCDOT approval.

Process

To create a Driveway Permit Submission on the Connect NCDOT site, you should follow these basic steps:

- Log into the Permits site: <https://connect.ncdot.gov/site/Permits/Pages/default.aspx> using your NCID Username and Password.
- Create a new Driveway Permit Submission attaching the required documentation (e.g. Signed Application, Cover Letter, Plans, Traffic Impact Studies, etc.).
- Review the email confirmation with the assigned Driveway Permit ID (e.g. D112-095-20-00009).
- Review the status of the driveway permit on the Permits Dashboard.

Driveway Permit Review Process



NCDOT Driveway Permits User Guide

Log in to the Permits Site

IMPORTANT: To gain access to the Permits site, you will need a Business NCID Username and Password.

- **NCDOT employees**
 - Submit the employee's name, NCID, and email address using this form: <https://connect.ncdot.gov/municipalities/Utilities/Pages/help.aspx>
 - When access has been granted to the Permits site <https://connect.ncdot.gov/site/permits>, you'll receive an email notification from NCDOT.
- **Non-NCDOT employees- New User Registration**
 1. Create your Business NCID account here: <https://ncid.nc.gov/idmdash/#/default> (see Appendix A). An email will be sent to complete the NCID registration process.
 2. Submit the Business NCID created in step one above into the form at <https://connect.ncdot.gov/municipalities/Utilities/Pages/help.aspx>

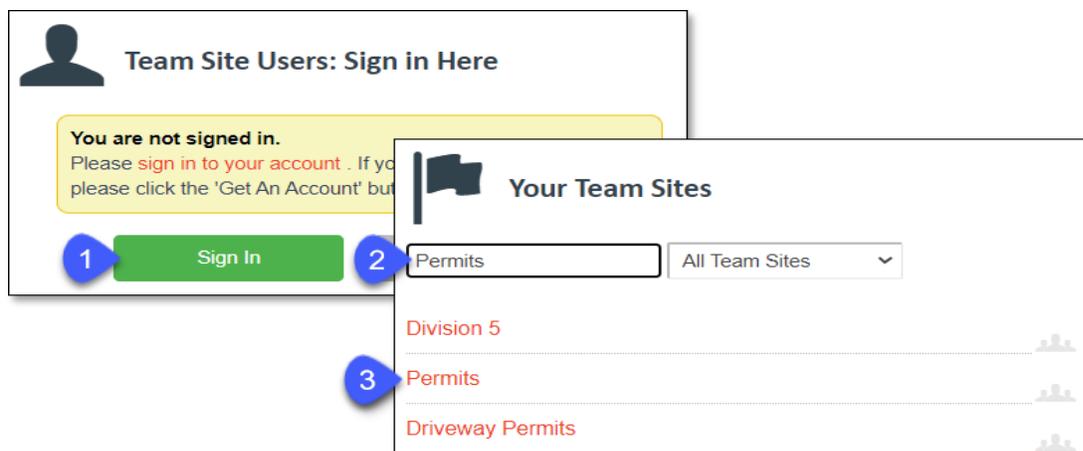
When access has been granted to the Permits site <https://connect.ncdot.gov/site/permits>, you will receive an email notification from NCDOT.

IMPORTANT (Non-NCDOT employees): When you log into the Connect NCDOT site, remember to type *NCID* before your username (e.g. *NCID\yourusername*).

There are three (3) methods that can be used to access the Permits site:

Method 1

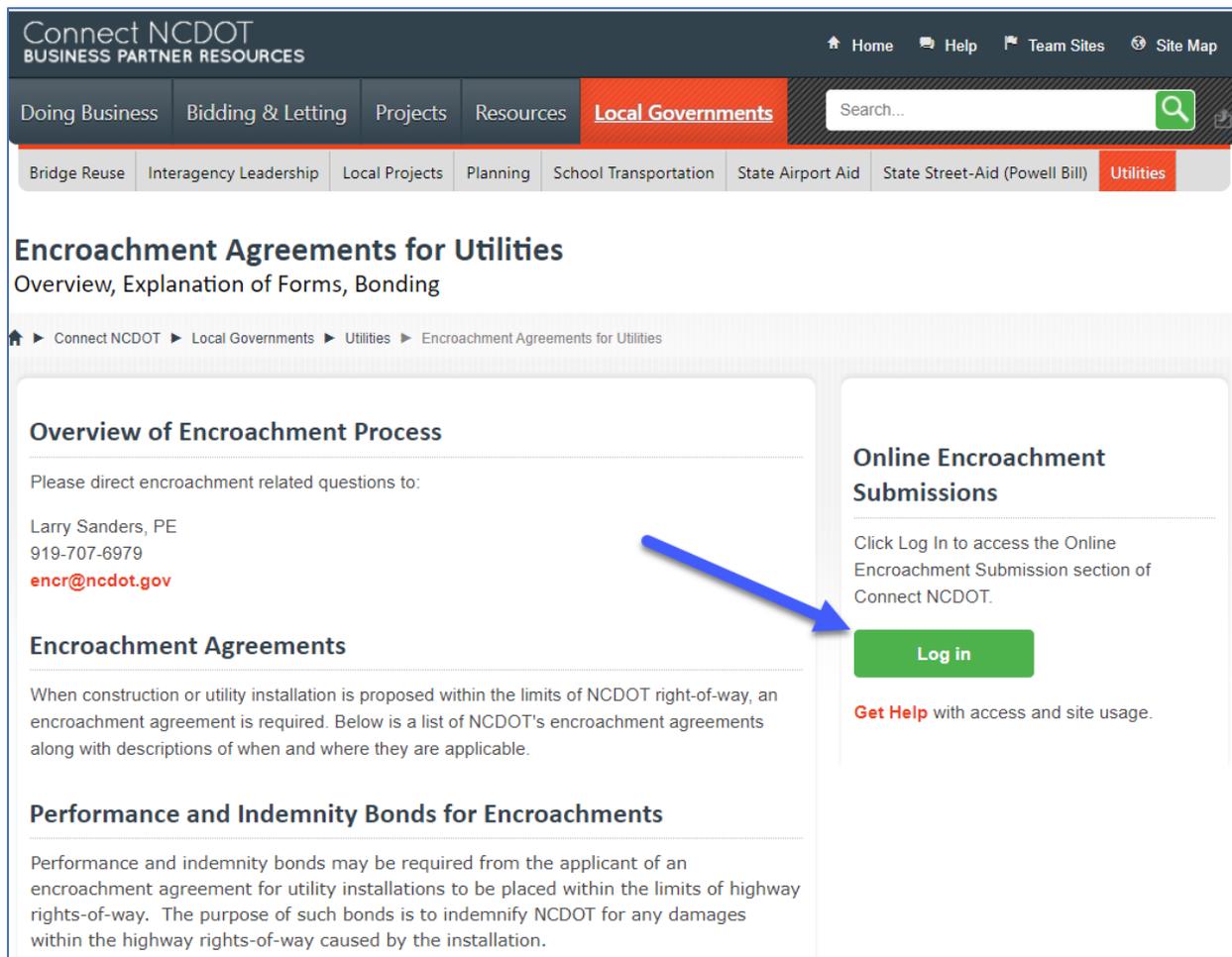
1. Access the NCDOT Connect site: <https://connect.ncdot.gov>
2. Select **Sign In** and type **Permits** in the search bar
3. Select **Permits** from the list of available sites



NCDOT Driveway Permits User Guide

Method 2

1. Access the Utilities Encroachments page:
<https://connect.ncdot.gov/municipalities/Utilities/Pages/Encroachment-Agreements.aspx>
2. Select the **Log In** button



NCDOT Driveway Permits User Guide

Method 3

1. Enter **Permits** in the search bar on any Connect NCDOT page
2. Locate and select **Permits** as shown in the list

The screenshot displays the Connect NCDOT Business Partner Resources page. At the top, there is a navigation bar with links for Home, Help, Team Sites, and Site Map. Below this is a main menu with categories: Doing Business, Bidding & Letting, Projects, Resources, Local Government, and Permits. A search bar is located in the top right corner, containing the text 'permits' and a magnifying glass icon. A blue circle with the number '1' highlights the search bar.

Below the navigation bar, the 'Search Results' section is visible. On the left side, there is a filter sidebar with 'Result type' and 'Author' sections. Under 'Result type', various file formats are listed with their respective counts: Excel (9,970), PDF (48,903), PowerPoint (239), Web page (4,583), Word (26,537), and Zip (117). Under 'Author', several authors are listed with their counts: System Account (8,974), Lawrence D. Bauder (4,423), Bentley Systems, Incorporated (3,479), NCDOT (3,363), and Hydraulics Unit (2,478). A 'show more' link is present at the bottom of each section.

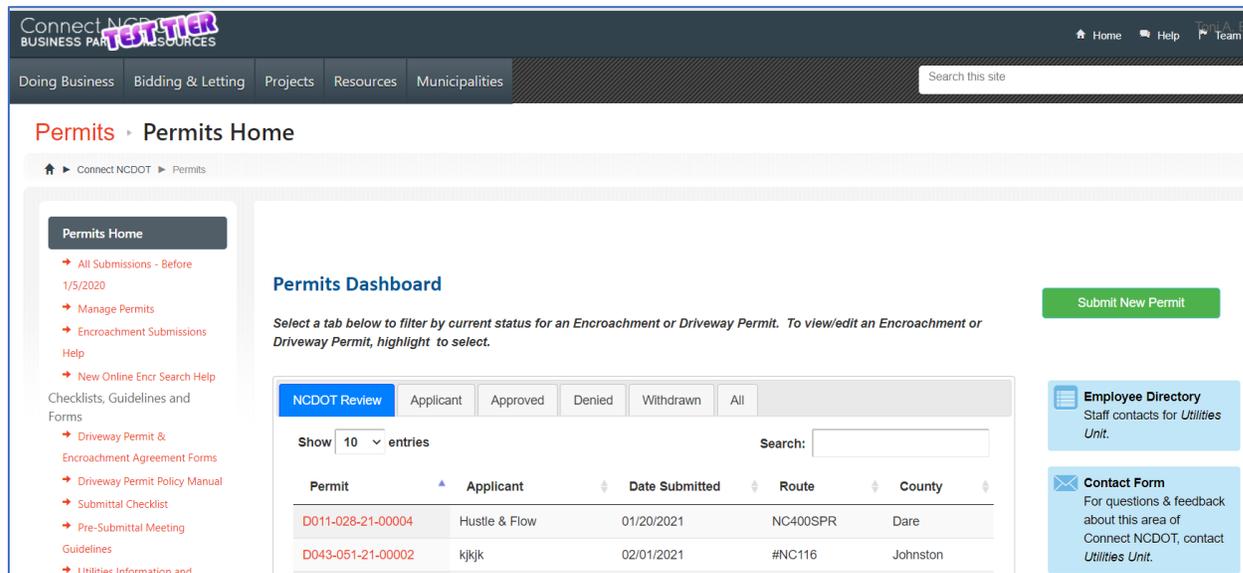
The main search results area shows a search bar with 'permits' and a magnifying glass icon. Below the search bar, there is a dropdown menu for 'Relevance'. The search results are displayed as a list of items. The first item is a document icon followed by the text 'Permits', which is circled in blue with a blue circle containing the number '2'. Below this item, the author is listed as 'Ernesto Spirito' and the date and size are both '0'. The second item is a document icon followed by the text 'Z001a__Permits_Cover_without_Permits'. Below this item, the author is listed as 'System Account', the date is '7/28/2012', and the size is '11 K'. The third item is a document icon followed by the text 'Services Offered (PSA-10)'. Below this item, the author is listed as 'DMV;service-spsnapmgr;Wiggins, Joy', the date is '4/26/2016', and the size is '112 K'.

NCDOT Driveway Permits User Guide

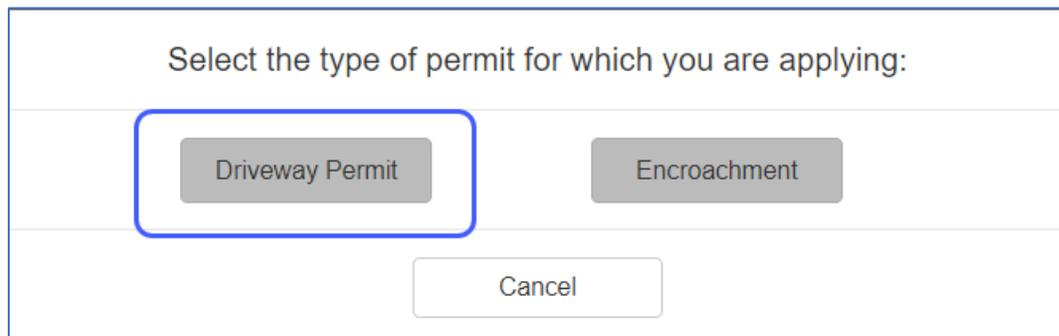
Submit a New Driveway Permit

To submit a new driveway permit, do the following:

1. Select **Submit New Permit** (green button on the right).



2. Select **Driveway Permit** as the type of permit being submitted to NCDOT. Select Cancel to return to the Permits Home page.



3. Using the table on the next page to complete the input form. Fields denoted with an asterisk (*) are required.

NCDOT Driveway Permits User Guide

Field	Description
County*	Specify the county in which the driveway permit is located. A driveway permit is limited to one county for proper routing to the correct District Engineer's office for processing.
Property Owner (Applicant)*	The owner of the parcel or location where the driveway will be located in NCDOT right of way.
Authorized Agent	The intermediate owner/maintainer and generally will be the entity responsible for the construction.
Local Govt Authority	The local municipality that approved the driveway plans.
Property Will Be Used For*	Specifies how the driveway will be used - Residential/Subdivision, Commercial, Educational Facilities, Emergency (EMS/Fire) Services, Traditional Neighborhood Development, or Other. <i>Note: If Other is selected, you will be required to specify how the property will be used.</i>
Total Access Points	Indicates the total number of access points being requested in NCDOT right of way. Default is 01.
Development Name	Specify the development name if the driveway permit is associated with a subdivision or commercial property.
Phase	Specify the phase for the planned subdivision.
Within TIP Limits	Search/Select the TIP(s) if this driveway permit is within TIP Limits.
Routes*	Search for and select all applicable NCDOT routes affected by the installation (e.g. US70, US401, NC50, SR1005, etc). Use SR0000 only for new installations located along roads which have not yet been assigned a number by NCDOT. <i>Note: The Routes field will not be displayed until a County has been selected on the input form.</i>
Local Road Name	Specify the local road name (e.g. Main Street, Wade Ave).
Driveway Location*	Enter a brief description of the location, along with GPS coordinates, to assist in finding the location of the installation relative to other nearby highways or other common features.
Bond Number	Enter the bond number if work is being covered under an existing bond.
Contact Name*	The Contact Name should automatically populate based on the user's NCID credentials.
Contact Phone*	The Contact Phone should automatically populate based on the user's NCID credentials.
Contact Email*	The Contact Email should automatically populate based on the user's NCID credentials.
Notify Email	Sends an email notification to the email address(es) specified when the application is returned, permit approved, permit denied, or permit withdrawn. Separate multiple email addresses with a semicolon.
Design Engineering Contact	Enter the name and contact information for the individual responsible for plan design.
DOT Reviewer	Enter the name of the DOT Reviewer, if applicable, that assisted with the review of the plans prior to submission to NCDOT.
Submitter Comments	Enter additional information as appropriate.

NCDOT Driveway Permits User Guide

Select a **County** from the dropdown list. The NCDOT Directory for Highway Divisions appears. Provided are the contacts for that specific Division in the event there are any questions.

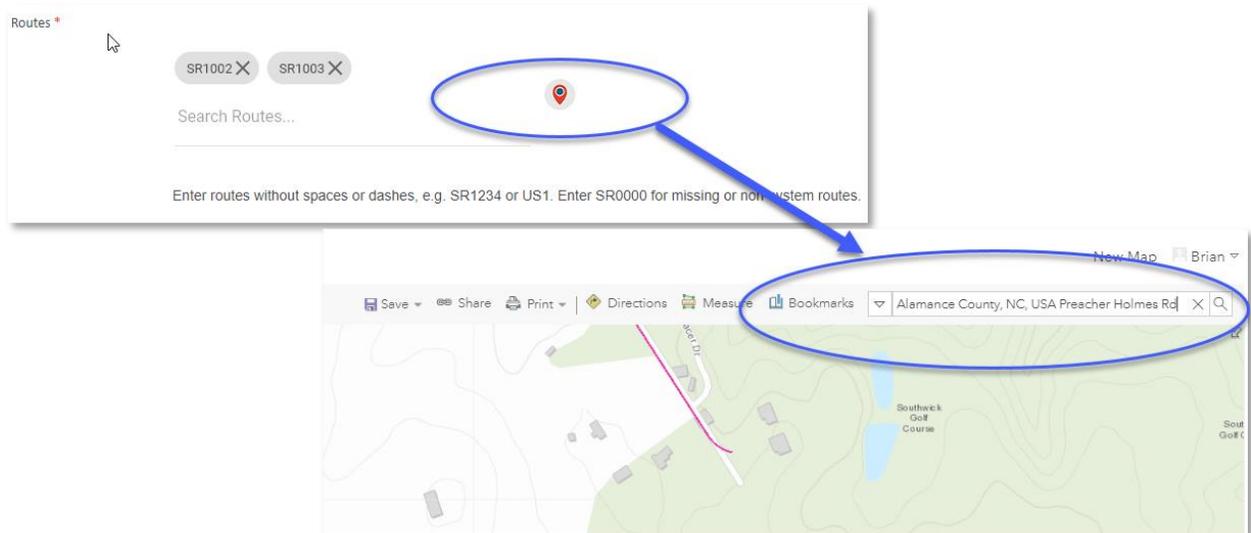
When commercial access is proposed within the limits of NCDOT right-of-way, a Street and Driveway Access Permit Application is required. Use this online form to submit a new Street and Driveway Access Permit Application and include all needed forms and documentation.

County*	Wake ✓	 Division 05 Contacts
Property Owner (Applicant)*	<input type="text"/>	
	Identify the party entering into the Driveway Permit agreement with NCDOT.	
Authorized Agent	<input type="text"/>	
Local Govt Authority	<input type="text" value="Local municipality name, if applicable."/>	
Property Will Be Used For*	<input type="text"/>	
Total Access Points	01	
Development Name	<input type="text" value="Development name for commercial or residential use."/>	
Phase	<input type="text"/>	
Within TIP Limits?	<input type="text" value="Search for a TIP using format N-NNNN (e.g.U-4751)"/>	
	If the proposed driveway location is within the boundaries of a current or future TIP, specify the TIP identifier.	
Routes*	<input type="text" value="Search Routes"/>	
	Enter routes without spaces or dashes, for example SR1234 or US1. For unassigned or non-system routes enter SR0000.	

Specify the **Route(s)** associated with this driveway permit. When searching, position the cursor in the search bar and enter the desired route or numeric identifier without hyphens or spaces (e.g. I40, US64, NC8, SR2600, or 1234). The list of available routes that match the search criteria is displayed. Select the desired route from the list. If multiple routes are involved, perform the search again and select from the list. To search for a specific route or roadway using ArcGIS, select the location icon. If a route needs to be removed, simply click on the 'X' to the right of the route identifier.

IMPORTANT: The Routes field will not be displayed until a County has been selected on the submission form.

NCDOT Driveway Permits User Guide



Enter the **Driveway Location** details as to where the installation will occur. Be descriptive as possible (e.g GPS Coordinates, Distance from an intersection).

The **Contact** section will prefill based on your NCID login credentials. The Contact Name, Contact Email and Contact Phone can be edited if desired. In the event another individual(s) would like to receive an email notification when the driveway permit is approved, denied, or withdrawn, enter the email address(es) in the **Notify Email** field. Separate each email address with a semicolon.

IMPORTANT: Please verify that the email address(es) you are providing is accurate.

Contact Name	<input type="text" value="Brian W. Oliphant"/>	✓
Contact Phone	<input type="text" value="919-707-2394"/>	✓
Contact Email	<input type="text" value="bwoliphant@ncdot.gov"/>	✓
	Multiple emails may be specified. Separate email addresses with semicolons.	
Notify Email	<input type="text"/>	
	Multiple emails may be specified. Separate email addresses with semicolons.	

Select the checkbox indicating that you agree to pay a \$50 per access point fee, if applicable.

I agree to a \$50 construction inspection fee per driveway entrance, if applicable. Make checks payable to NCDOT. This fee will be reimbursed if the application is denied.

NCDOT Driveway Permits User Guide

4. Select **Attach Documents** to continue. A panel will display that will allow you to attach all supporting documentation (e.g. Cover Letter, Signed Application, Plans, Traffic Impact Studies, Reports, etc.). Use the **Browse** option or drag-and-drop each file using Windows Explorer into the upload panel. Use the Browse option for files larger than 100MB. *Note: Only PDF documents will be allowed.* When all documentation has been attached, select **Finish** to continue.

IMPORTANT: The Attached Documents button will not be available until all required fields have been completed.

Manage Attachments

Please attach all supporting documentation (e.g. Signed Driveway Permit Application, Plans) using Browse, or drag-and-drop each file from your desktop. Select FINISH to complete the application process.

VCER-1.pdf

Selected Documents

VCER-1.pdf

The following message is displayed indicating that the driveway permit has been successfully submitted to the NCDOT District Office. Select **OK** to return to the Permits Home page.

Success!

Your Driveway Permit Application has been successfully submitted to NCDOT. You should receive an email confirmation with a link to your submission for future reference. Thank you.

In addition, an email confirmation will be sent from NCDOT indicating that the driveway permit has been successfully submitted for review to the NCDOT District Office. This email contains a link to the driveway permit submission for future reference and/or correspondence with the NCDOT District Office.

NCDOT Driveway Permits User Guide

Hello Test Applicant,

Your Driveway Permit application has been received by the NCDOT. It will be reviewed in the order in which it was received. Please refer to [D101-013-21-00002](#) on future correspondence. If additional information is required, you will receive a separate notification. If you have any questions or need further assistance, please contact the Division 10 – District 1 office at 704-983-4360. Thank you.

Permits Dashboard

When a driveway permit is submitted to NCDOT, the Applicant can determine the current status or view previously approved, denied, or withdrawn driveway permits by selecting the respective tab on the Permits Dashboard. To view the details or documents associated with the Driveway Permit Submission, select the desired driveway permit. Select the **All** tab to view a list of all driveway permits. *Note: If you are unable to locate a driveway permit on the Permits Dashboard, please contact your local District Office.*

Permits Dashboard

Select a tab below to filter by current status for an Encroachment or Driveway Permit. To view/details an Encroachment or Driveway Permit, highlight to select.

NCDOT Review Applicant Approved Denied Withdrawn **All**

Show 10 entries Search:

Permit	Applicant	Date Submitted	Route	County
E051-092-21-00004	DOT	02/08/2021	SR2707	Wake
E051-092-21-00001	DOT	01/20/2021	NC54	Wake
E051-092-20-00017	DOT	12/08/2020	US1	Wake
E051-092-20-00014	DOT	09/21/2020	US1	Wake
E033-010-20-00015	DOT	09/15/2020	NC904	Brunswick
E023-054-20-00007	DOT	07/28/2020	US258	Lenoir
E021-074-20-00010	DOT	07/14/2020	SR0000	Pitt
E021-074-20-00011	DOT	07/14/2020	SR0000	Pitt
E021-007-20-00016	DOT	07/14/2020	SR0000	Beaufort
E022-016-20-00007	DOT	07/14/2020	SR0000	Carteret

Showing 1 to 10 of 74 entries Previous 1 2 3 4 5 ... 8 Next

NCDOT Driveway Permits User Guide

Return to Applicant

Periodically, you as the Applicant may be asked to submit additional documentation (e.g. Signed Application, Environmental Study, Revised Plans, etc.) to NCDOT because the initial submission is considered incomplete. To upload additional documentation, do the following:

1. Locate and select the driveway permit on the Permits Dashboard **Applicant** tab.

Permits Dashboard

Select a tab below to filter by current status for an Encroachment or Driveway Permit. To view/edit an Encroachment or Driveway Permit, highlight to select.

NCDOT Review **Applicant** Approved Denied Withdrawn All

Show 10 entries Search:

Permit	Applicant	Date Submitted	Route	County
D082-053-21-00001	Chatlee Boat & Marine	02/02/2021	NC87	Lee
E013-094-20-00001	DOT	08/11/2020	SR1112	Washington
E051-092-21-00002	DOT	02/04/2021	SR1321	Wake
E102-060-19-00007	DOT	08/30/2019	NC27	Mecklenburg
E122-002-20-00032	DOT	03/24/2020	US64	Alexander
E143-020-20-00001	DOT	03/24/2020	US74	Cherokee

Showing 1 to 6 of 6 entries Previous 1 Next

Note the current status of the driveway permit submission in the **Next Action** field and any correspondence from NCDOT in the **New DOT Comments** field. If NCDOT has attached a document(s) for your review, it will be located under the Document(s) View section. To download the document, select the ellipsis (...) to the right of the document, select the ellipsis (...) again, and select Download.

NCDOT Driveway Permits User Guide

D082-053-21-00001

Next Action	Applicant	Current Status
DP Location	Approximately 200 feet	
Property Owner (Applicant)	Chatlee Boat & Marine	
Authorized Agent		
Local Gov Authority	Town of Sanford	
Design Engineering Contact		
DOT Reviewer		
New DOT Comments	Brian W. Oliphant(Sun Feb 14 2021 17:24:08 GMT-0500 (Eastern Standard Time))Unsigned application and being returned to the Applicant for signatures. Thanks;	DOT Comments

[View All Properties](#)
[Edit Properties](#)

SEND BACK TO DOT

Please attach all supporting documentation in PDF format (e.g. signed Agreement, Plans) using Upload, or Drag-and-Drop.

Name	Modified By	Modified	Created
Test Document 11	Brian W. Oliphant	February 2	

Drag files here to upload

2. Launch Windows Explorer and drag-and-drop each file into the Document(s) View (red box) area. Only PDF documents will be allowed. Within a few seconds each file is uploaded to the Driveway Permit Submission.
3. To notify NCDOT that the requested document(s) has been uploaded to the Driveway Permit Submission and is subject to further review, select **Send Back to DOT** (blue button).
4. Enter a comment (optional) associated with the document(s) recently uploaded.

Enter comments associated with the requested information being sent to NCDOT and select Send to submit.

Comments

CANCEL SEND

5. Select **Send** to continue or **Cancel** to return.

NCDOT Driveway Permits User Guide

Edit – Driveway Permit Submission - Applicant

Information on the Driveway Permit Submission can be updated after the initial submission (e.g. Property Owner, Authorized Agent, Driveway Location, Routes, Contact Phone, Contact Email, Notify Email). However, your role as the Applicant limits you to which tabs and fields can be updated. To update a driveway permit submission, do the following:

1. Locate and select the driveway permit on the Permits Dashboard **Applicant** tab.

Permits Dashboard

Select a tab below to filter by current status for an Encroachment or Driveway Permit. To view/edit an Encroachment or Driveway Permit, highlight to select.

NCDOT Review **Applicant** Approved Denied Withdrawn All

Show 10 entries Search:

Permit	Applicant	Date Submitted	Route	County
D082-053-21-00001	Chatlee Boat & Marine	02/02/2021	NC87	Lee
E013-094-20-00001	DOT	08/11/2020	SR1112	Washington
E051-092-21-00002	DOT	02/04/2021	SR1321	Wake
E102-060-19-00007	DOT	08/30/2019	NC27	Mecklenburg
E122-002-20-00032	DOT	03/24/2020	US64	Alexander
E143-020-20-00001	DOT	03/24/2020	US74	Cherokee

Showing 1 to 6 of 6 entries Previous 1 Next

2. Select **Edit Properties** on the Driveway Permits welcome page.

NCDOT Driveway Permits User Guide

D082-053-21-00001

Next Action: Applicant

DP Location: Approximately 200 feet

Property Owner (Applicant): Chatlee Boat & Marine

Authorized Agent:

Local Gov Authority: Town of Sanford

Design Engineering Contact:

DOT Reviewer:

New DOT Comments: Brian W. Oliphant(Sun Feb 14 2021 17:24:08 GMT-0500 (Eastern Standard Time)) Signed application and being returned to the Applicant for signatures. Thanks;

[View All Properties](#)

[Edit Properties](#)

SEND BACK TO DOT

Please attach all supporting documentation in PDF format (e.g. signed Agreement, Plans) using Upload, or Drag-and-Drop.

New Upload Sync More

Find a file

Name	Modified By	Modified	Created
Test Document 11	Brian W. Oliphant	February 2	February 2

Drag files here to upload

3. The **Edit Driveway Permit** page is displayed containing multiple tabs (e.g. Detail, Files, Contacts, Comments, Decision) that are available for view/update. The Detail tab is displayed by default.

NCDOT Driveway Permits User Guide

Select the desired tab(s) to update and/or Next Action to move to the next step in the review process. When finished, select Save to continue.

Driveway Permit ID: D082-053-21-00001 Submit Date: 02-02-2021

Next Action:

Detail
Files
Contacts
Bond
Map
Comments
Decision

Property Owner (Applicant)* ✓

Authorized Agent

Local Govt Authority

Driveway Location* ✓

Parcel ID

Local Road Name

Routes

Property Will Be Used For* ✓ ✓

Development Name Phase

When viewing/updating the Driveway Permit Submission, think about the task at hand. Multiple tabs may be updated, requiring you to save once. ***If you are unable to save, please verify that no errors exist under each tab.*** The table below lists the five (5) tabs available for view/update by the Applicant.

Tab	Task
Detail	View/Update specific details about the Driveway Permit Submission (e.g. Property Owner, Authorized Agent, Driveway Location, Routes)
Files	View/Upload supporting documentation associated with the Driveway Permit Submission
Contacts	View/Update contact information (e.g. Contact Phone, Contact Email, Notify Email, Design Engineering Contact, DOT Reviewers)
Comments	View Submitter and NCDOT comment history
Decision	View the current decision for the Driveway Permit Submission. <i>Note: The Decision for a driveway permit submission will be Proposed until the permit is approved, denied, or withdrawn by NCDOT.</i>

- When finished updating the desired tab(s), select **Save** to continue or **Cancel** to return.

NCDOT Driveway Permits User Guide

Edit – Driveway Permit – NCDOT Employee

Information on the driveway permit can be updated after the initial submission and during the Driveway Permit review process (e.g. Property Owner, Driveway Location, Temporary Use, Fee Paid/Waived, Encroachments, TIA, or Bond information). Your role as an NCDOT Employee allows you to update all tabs and assign the driveway permit based on the District Office workflow (e.g. Applicant, Local Government Signature, Payment Pending). To update a driveway permit, do the following:

1. Locate and select **Manage Permits** from the Permits Home page. Use the guide below to determine when the driveway permit was submitted to NCDOT.

The Driveway Permit ID, for example D102-060-21-00003, contains 4 key elements:

- Division/District Identifier (D102)
- County (060)
- Year (21)
- Sequentially Assigned Number (00003)

The screenshot shows the 'Permits Home' dashboard. On the left, a sidebar contains a 'Permits Home' section with a 'Manage Permits' link circled in blue and pointed to by a blue arrow. The main content area is titled 'Permits Dashboard' and features a filter bar with tabs for 'NCDOT Review', 'Applicant', 'Approved', 'Denied', 'Withdrawn', and 'All'. Below the filter bar is a table of permits with the following data:

Permit	Applicant	Date Submitted	Route	County
E051-092-19-00002	DOT	04/18/2019	SR1200	Wake
E082-063-19-00001	DOT	05/01/2019	SR1200	Moore
E082-063-19-00002	DOT	05/01/2019	US15	Moore
E082-063-19-00003	DOT	05/01/2019	SR1200	Moore
E051-092-19-00003	DOT	06/24/2019	SR2131	Wake
E051-092-19-00004	DOT	06/24/2019	SR2131	Wake
E033-010-20-00002	DOT	01/21/2020	SR1852	Brunswick
E033-065-20-00003	DOT	03/03/2020	US421	New Hanover
E033-010-20-00004	DOT	03/03/2020	SR1472	Brunswick
E092-034-20-00002	DOT	04/15/2020	SR1103	Forsyth

2. Use the search bar to locate a specific driveway permit, or use the filters (e.g. County, Division, District, Next Action) to determine which driveway permits are assigned to your specific Division/District. A Relevance filter (e.g. Created Date, County, Submitter) can also be used to list permits in ascending/descending sequence. An additional filter has been added that allows the Division/District Office to filter for Driveway Permits, Encroachments or all permits. In the example shown, a search by Division, District, and Permit was used.

NCDOT Driveway Permits User Guide

Use the search bar and/or filters below to locate a specific permit. To view a list of permits awaiting your action, set Next Action to your specific business unit (e.g. District, Central Utilities). A Next Action set to None indicates that the permit has been approved, denied, or withdrawn.

Search...

Created Date(Asc) ▾

Name	County	DOT Reviewer	Submitter	2nd Party/Owner	Routes	Division	District	AG#	Next Action	Decision	Permit
D102-060-21-00001	Mecklenburg	James Kelly	DOT	Test, Inc.	NC51	10	2	DP	None	Proposed	DP Sul
D102-060-21-00002	Mecklenburg		DOT	, Inc.	NC115	10	2	DP	None	Proposed	
D102-060-21-00003	Mecklenburg		DOT	Providence Place	NC16	10	2	DP	District	Proposed	

3 results
[Alert Me](#)

3. Select the **Edit Me** icon to the left of the Driveway Permit ID (e.g. D102-060-21-00003).
4. The **Edit Driveway Permit** page is displayed containing multiple tabs (e.g. Detail, Files, Contacts, Bond, Comments, and Decision) that are available for view/update. The Detail tab is displayed by default.

Select the desired tab(s) to update and/or Next Action to move to the next step in the review process. When finished, select Save to continue.

Driveway Permit ID: D102-060-21-00003 Submit Date: 02-01-2021

Next Action: District ▾

Detail
Files
Contacts
Bond
Map
Comments
Decision

Property Owner (Applicant)* Providence Place ✓

Authorized Agent CE Group, Inc.

Local Govt Authority City of Charlotte

Driveway Location* Approximately 250 feet west of ✓

Parcel ID

Local Road Name Providence Road

Routes NC16 ▾

Property Will Be Used For* Residential/Subdivision ✓ ▾

Development Name Development Name if this driveway permit will be for commercial/residenti Phase

NCDOT Driveway Permits User Guide

When viewing/updating the Driveway Permit Submission, think about the task at hand. Multiple tabs may be updated, requiring you to save once. ***If you are unable to save, please verify no errors exist under each tab.*** The table below lists the six (6) tabs available for the NCDOT Employee.

Tab	Task
Detail	View/Update specific details about the Driveway Permit Submission (e.g. Permits Applicant, Authorized Agent, Driveway Permit Location, Routes, TIP Limits, Temporary Use, Fee Paid/Waived)
Files	View/Upload supporting documentation associated with the Driveway Permit Submission
Contacts	View/Update contact information (e.g. Contact Phone, Contact Email, Notify Email, Design Engineering Contact, DOT Reviewers)
Bond	View/Update bond information (e.g. Bond Required, Bond Posted, Bond Number, Bond Amount)
Comments	View Submitter and NCDOT comment history and add DOT comments related to the Driveway Permit Submission.
Decision	View/Update the current decision for the Driveway Permit Submission. <i>Note: The Decision for a driveway permit will be Proposed until approved, denied, or withdrawn.</i> <i>IMPORTANT: When changing the Decision from Proposed to Permit Approved, Permit Denied, or Permit Withdrawn, you will be required to specify a date. Do not specify a date unless you are certain the permit has been approved, denied, or withdrawn.</i>

5. When finished updating the desired tab(s), select **Save** to continue or **Cancel** to return.

Edit - Routes

When an incorrect route has been specified or additional routes need to be added to a Driveway Permit Submission, do the following:

1. Select the **Routes** field on the Detail tab.
2. The list of available routes is displayed based on the County specified on the Driveway Permit Submission. When searching, position the cursor in the search bar and enter the desired route or numeric identifier without hyphens or spaces (e.g. I40, US64, NC8, SR2600, or 1234). The list of available routes that match the search criteria is displayed. Select the desired route from the list. If multiple routes are involved, perform the search again and select from the list. If a route needs to be removed, simply click on the 'X' to the right of the route identifier.

NCDOT Driveway Permits User Guide

Select the desired tab(s) to update and/or Next Action to move to the next step in the review process. When finished, select Save to continue.

Driveway Permit ID: D102-060-21-00003 Submit Date: 02-01-2021

Next Action:

Detail Files Contacts Bond Map Comments Decision

Property Owner (Applicant)*

Authorized Agent

Local Govt Authority

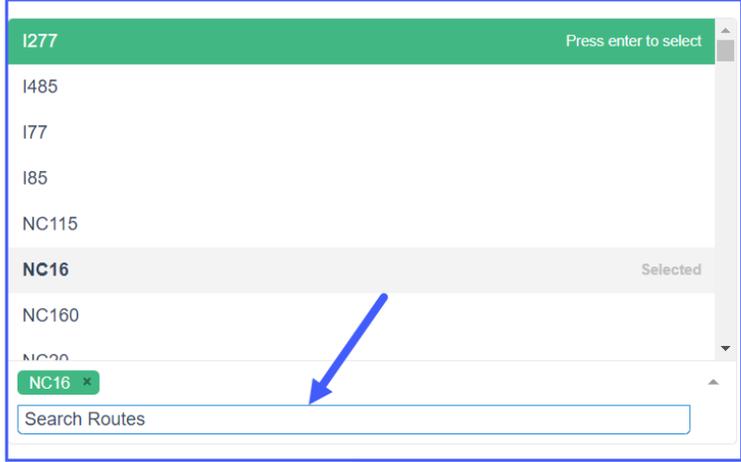
Driveway Location*

Parcel ID

Local Road Name

Routes

Property Will Be Used For*



3. Select **Save** to continue or **Cancel** to return.

Edit - View/Upload Documentation for a Driveway Permit Submission

To view and/or upload additional documentation for a driveway permit submission during edit mode, do the following:

1. Select the **Files** tab.
2. To view a specific document, simply select the document from the list. To upload additional documentation for a driveway permit submission, use one of the following methods:

Method 1

- Launch Windows Explorer
- Drag-and-drop the desired file into the rectangular box shown on the **Files** tab
- Only files in PDF format are allowed

Method 2

- Select **Upload**
- Click **Choose File**

NCDOT Driveway Permits User Guide

- Windows Explorer will launch and display a list of folders/files. Select the desired file from the list. Only files in PDF format are allowed.
 - Select **OK** to continue.
 - Select **Save** to continue or **Cancel** to return.
3. Repeat Step 2 until all documentation has been uploaded. Select **Save** to continue or **Cancel** to return.

Next Action

The **Next Action** field is vital to the Driveway Permit Submission review process, serving four (4) main functions:

1. Next Action indicates who is currently responsible for reviewing the Driveway Permit Submission.
2. Next Action is used to assign the Driveway Permit Submission based on District Office workflow or Applicant.
3. Next Action is used to track duration and provide statistics on Driveway Permits.
4. Next Action is used to tailor personalized views and email alerts.

Action	Definition
Applicant	Applicable when the Driveway Permit Submission is considered incomplete. The Applicant is responsible for making the requested revisions or submitting additional information.
District	When a Driveway Permit Submission is initially submitted, the Next Action field is automatically set to District. This allows District Offices to distinguish between newly submitted driveway permits and those currently being reviewed.
District Review	Used when the Driveway Permit Submission is being reviewed by the District Office. This optional "Next Action" allows District Offices to distinguish between newly submitted (unprocessed) driveway permits and those currently in process at the District Office prior to the formal engineering review. Some District Offices may not use this "Next Action" based on staffing and duties assigned to personnel.
District Signature	Used when the Driveway Permit approval documents have been drafted and are awaiting signature at the District Office level.
Local Govt Signature	Used when the Driveway Permit is pending signature by a local government authority.
Payment Pending	Used when the Driveway Permit Submission \$50 fee, per access point, is pending receipt.
None	When a Driveway Permit Decision is set to Permit Approved, Permit Denied, or Permit Withdrawn. The Next Action field will be removed from the edit form and no longer available for update when set to None.

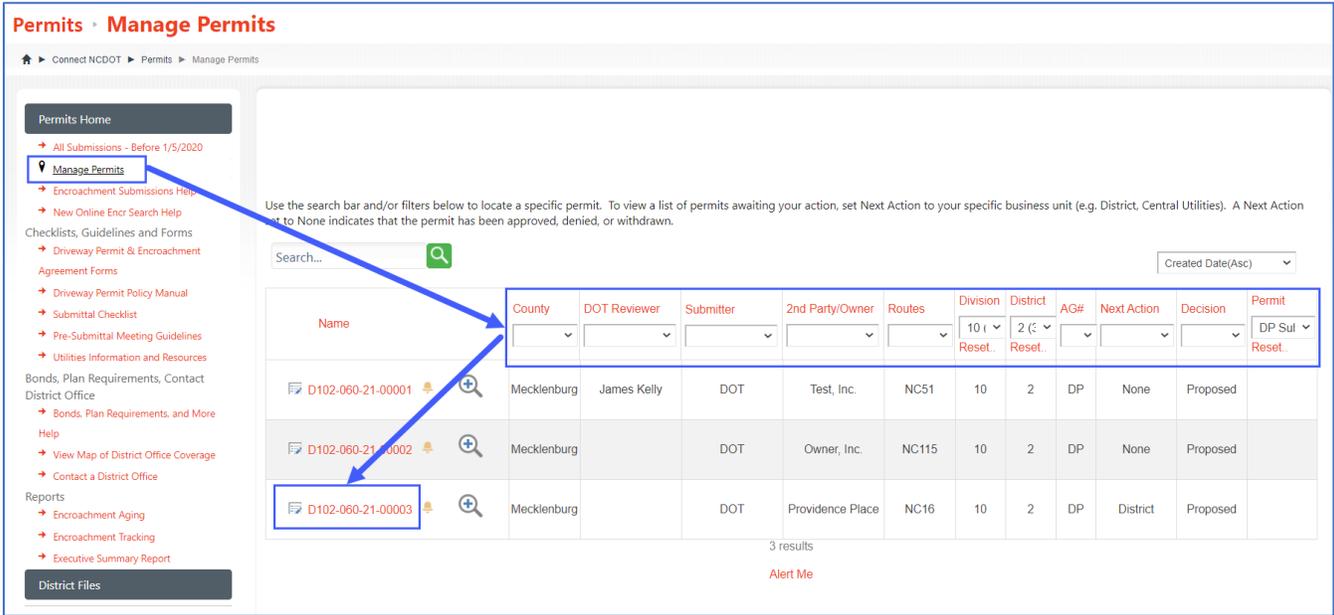
NCDOT Driveway Permits User Guide

IMPORTANT:

- The **Next Action** must be manually changed by NCDOT Employees. If NCDOT Employees are not diligent with updating the Next Action field, duration tracking statistics and email alerts will be inaccurate and/or not functional.
- There are three (3) exceptions where the Next Action field is updated automatically:
 - o When the Applicant initially submits the Driveway Permit Submission, the Next Action field is set to District. This enables the District Office to distinguish between new driveway permits and those currently under review.
 - o When the Applicant returns revised documentation and/or comments to NCDOT, the Next Action is automatically set to District Review. This occurs when the Applicant selects the *Send Back to DOT* button.
 - o When the driveway permit is approved, denied, or withdrawn, the Next Action field is set to None.
- Applicants cannot change the Next Action field as this is limited to NCDOT Employees only.

To update the **Next Action** field, do the following:

1. Select **Manage Permits** from the Permits Home page.
2. Using the search bar or filters, locate the Driveway Permit.
3. Select the **Edit Me** icon  to the left of the Driveway Permit ID (e.g. D102-060-21-00003). This will automatically take you to the edit form.



Permits · Manage Permits

Use the search bar and/or filters below to locate a specific permit. To view a list of permits awaiting your action, set Next Action to your specific business unit (e.g. District, Central Utilities). A Next Action set to None indicates that the permit has been approved, denied, or withdrawn.

Name	County	DOT Reviewer	Submitter	2nd Party/Owner	Routes	Division	District	AG#	Next Action	Decision	Permit
D102-060-21-00001	Mecklenburg	James Kelly	DOT	Test, Inc.	NC51	10	2	DP	None	Proposed	DP Sub Reset
D102-060-21-00002	Mecklenburg		DOT	Owner, Inc.	NC115	10	2	DP	None	Proposed	
D102-060-21-00003	Mecklenburg		DOT	Providence Place	NC16	10	2	DP	District	Proposed	

3 results
Alert Me

4. The Next Action field can be updated on one of six (6) tabs available for NCDOT Employees. It is located on the header portion of the Driveway Permit edit form as shown below. Locate the

NCDOT Driveway Permits User Guide

Next Action field and select the desired status for the Driveway Permit. Select **Applicant** if the driveway permit submission is considered incomplete and is being returned.

Select the desired tab(s) to update and/or Next Action to move to the next step in the review process. When finished, select Save to continue.

Driveway Permit ID: D102-060-21-00003

Submit Date: 02-01-2021

Next Action: District

Detail Files Contacts Bond Map Comments Decision

Property Owner (Applicant)*	Providence Place	✓
Authorized Agent	CE Group, Inc.	
Local Govt Authority	City of Charlotte	
Driveway Location*	Approximately 250 feet west of	✓
Parcel ID		
Local Road Name	Providence Road	
Routes	NC16	
Property Will Be Used For*	Residential/Subdivision	✓
Development Name	Development Name if this driveway permit will be for commercial/residenti	Phase

5. Select **Save** to continue or **Cancel** to return.

NCDOT Driveway Permits User Guide

Decision

The **Decision** field is used by the District Office to indicate outcome for a Driveway Permit Submission. Below are the four (4) possible decisions for a Driveway Permit:

Decision	Definition
Proposed	When a Driveway Permit Submission is initially submitted, the Next Action field is automatically set to Proposed. The driveway permit remains in a Proposed state until approved, denied, or withdrawn.
Permit Approved	Applicable when the Driveway Permit review has been finalized and approved by the District Office.
Permit Denied	Applicable when the Driveway Permit review has been denied by the District Office.
Permit Withdrawn	Applicable when the Driveway Permit is withdrawn from further consideration by the Applicant before final approval/denial.

IMPORTANT: When a final decision has been made, a Decision *Date* will be required. If a date is selected, this will prevent future updates to the Next Action and Decision fields.

NCDOT Driveway Permits User Guide

Sample Emails Sent to the Applicant

Below are examples of emails the Applicant will receive at various stages of the Driveway Permit Submission review process:

Proposed – Initial Driveway Permit Submission

Hello Brian W. Oliphant,

Your Driveway Permit application has been received by the NCDOT. It will be reviewed in a timely manner. Please refer to [D122-002-20-00042](#) on future correspondence. If additional information is required, you will receive a separate notification.

If you have any questions or need further assistance, please contact the Division 12 – District 2 office at 919-733-3213.

Thank you.

Applicant – Driveway Permit is returned to the Applicant

Hello Brian W. Oliphant,

Driveway Permit [D082-053-21-00001](#) has been reviewed by the NCDOT and is considered incomplete. Please review the New DOT comments section for further details.

If you have any questions or need further assistance, please contact the Division 08 - District 2 office at 910-944-7621.

Thank you

Permit Approved – Final approval by NCDOT

Hello Brian W. Oliphant,

The plans and accompanying documents associated with Driveway Permit Request [D051-092-21-00012](#) are acceptable.

Executed driveway permit agreements, permitting letters, final plans and associated documents are accessible through [NCDOT Permit Submissions](#).

This agreement and permitting documentation must be kept on site at all times and contains important provisions that will govern work.

No work should be performed within NCDOT right of way without these documents on site.

The District Office has the right to stop work if provisions are violated.

If you have any questions or need further assistance, please contact the Division 05 - District 1 office at 919-733-3213.

Thank you

NCDOT Driveway Permits User Guide

Permit Denied – Driveway Permit is being denied

Hello Brian W. Oliphant,

Driveway Permit [D112-095-21-00002](#) has been denied. All associated documentation is available through [NCDOT Permit Submissions](#).

If you have any questions or need further assistance, please contact the Division 11 - District 2 office at 828-268-6022.

Thank you

Permit Withdrawn – Driveway Permit should no longer be considered

Hello Brian W. Oliphant,

Driveway Permit [D072-041-21-00001](#) has been withdrawn and will no longer be reviewed by NCDOT. All associated documentation is available through [NCDOT Permit Submissions](#).

If you have any questions or need further assistance, please contact the Division 07 - District 2 office at 336-487-0100.

Thank you

Email Alert Notifications

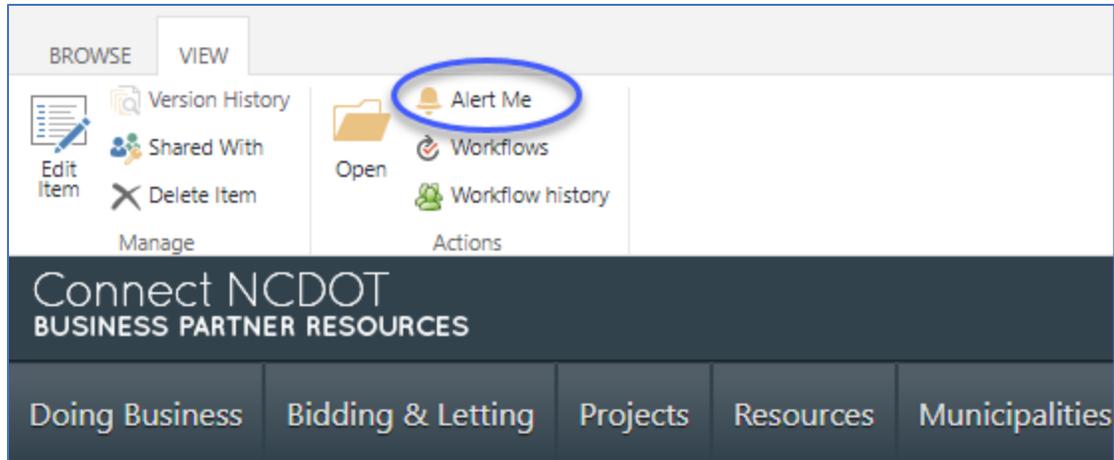
An alert sends an email notification when changes are made to a page, library, document set, or file residing in the Permits site.

Setting an Alert on the Permit Dashboard - Applicant

As an applicant, you can receive an email notification when changes are made to an individual driveway permit. To set an alert do the following:

1. Locate and select the desired driveway permit on the Permit Dashboard.
2. Select **View All Properties**.
3. Select **Alert Me** in the upper-left hand corner of the display.

NCDOT Driveway Permits User Guide



4. By default, your name will be listed in the **Send Alerts To** field. If other individuals would like to be notified of changes, enter the emails address separating each with a semicolon (;).
5. Select the desired **Delivery Method** (e.g. Email, Text Message).
6. Select the desired **Change Type** (e.g. All changes, New items, Existing items, Deleted items).
7. Select the desired **Send Alerts for These Changes** (e.g. Anything changes, Someone else changes a document).
8. Select the desired frequency for **When to Send Alerts** (e.g. Immediately, Daily, Weekly). If a frequency of daily or weekly is selected, specify the desired time when you would like for the notification to be sent.

NCDOT Driveway Permits User Guide

The screenshot shows a web form for configuring an alert. The form is titled "Alert Title" and contains the following sections:

- Alert Title:** A text input field containing "Driveway Permits: D033-010-21-00004".
- Send Alerts To:** A text input field containing "Brian.W.Oliphant x".
- Delivery Method:** Radio buttons for "E-mail" (selected), "Text Message (SMS)", and "Send URL in text message (SMS)". The "E-mail" option has a text input field containing "bwoiphant@ncdot.gov".
- Change Type:** Radio buttons for "All changes" (selected), "New items are added", "Existing items are modified", and "Items are deleted".
- Send Alerts for These Changes:** Radio buttons for "Anything changes" (selected), "Someone else changes a document", "Someone else changes a document created by me", and "Someone else changes a document last modified by me".
- When to Send Alerts:** Radio buttons for "Send notification immediately" (selected), "Send a daily summary", and "Send a weekly summary".
- Time:** Two dropdown menus, the first containing "Monday" and the second containing "8:00 AM".

At the bottom right of the form are two buttons: "OK" (green) and "Cancel" (grey).

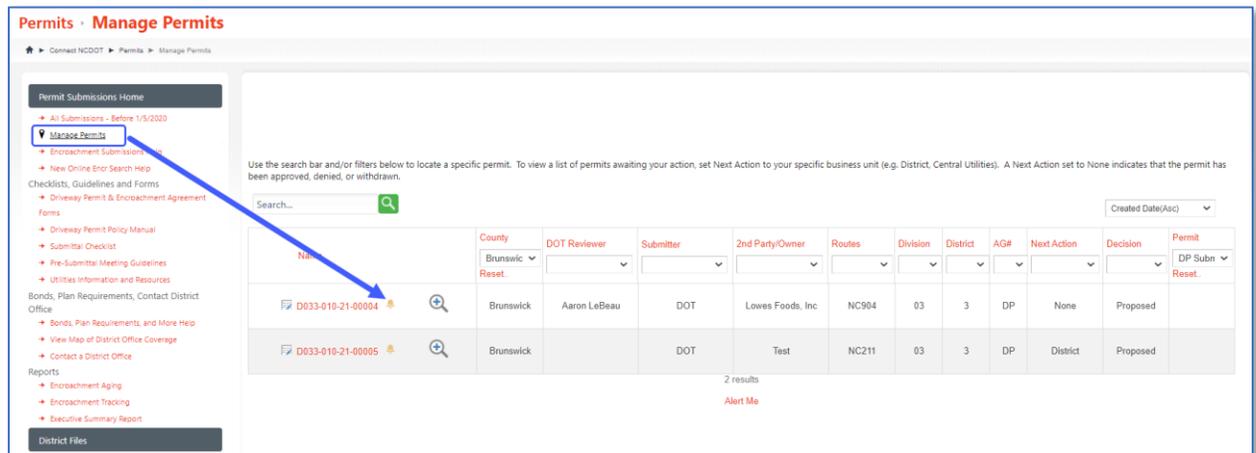
9. Select **OK** to create the alert or **Cancel** to return. If you elected to create the alert, an email notification will be received indicating that an alert has been created for the driveway permit.

Setting an Alert for a Driveway Permit Submission – NCDOT Employee

NCDOT Employees can set an alert to receive email notifications when changes are made to an individual driveway permit (e.g. Additional documentation is uploaded). To set an alert, do the following:

1. Select **Manage Permits** from the Permits Home page.
2. Locate the **Alert Me** (bell) icon to the right of the Driveway Permit ID. Click to select.

NCDOT Driveway Permits User Guide



- By default, your name will be listed in the **Send Alerts To** field. If other individuals would like to be notified of changes, enter the emails address separating each with a semicolon (;).
- Select the desired **Delivery Method** (e.g. Email, Text Message).
- Select the desired **Change Type** (e.g. All changes, New items, Existing items, Deleted items).
- Select the desired **Send Alerts for These Changes** (e.g. Anything changes, Someone else changes a document).
- Select the desired frequency for **When to Send Alerts** (e.g. Immediately, Daily, Weekly). If a frequency of daily or weekly is selected, specify the desired time when you would like for the notification to be sent.

Alert Title

Enter the title for this alert. This is included in the subject of the notification sent for this alert.

Driveway Permits: D033-010-21-00004

Send Alerts To

You can enter user names or e-mail addresses. Separate them with semicolons.

Users:

Brian.W. Olliphant *

Delivery Method

Specify how you want the alerts delivered.

Send me alerts by:

E-mail bwoliphant@ncdot.gov

Text Message (SMS) [Text Message (SMS) field]

Send URL in text message (SMS)

Change Type

Specify the type of changes that you want to be alerted to.

Only send me alerts when:

All changes

New items are added

Existing items are modified

Items are deleted

Send Alerts for These Changes

Specify whether to filter alerts based on specific criteria. You may also restrict your alerts to only include items that show in a particular view.

Send me an alert when:

Anything changes

Someone else changes a document

Someone else changes a document created by me

Someone else changes a document last modified by me

When to Send Alerts

Specify how frequently you want to be alerted. (mobile alert is only available for immediately send)

Send notification immediately

Send a daily summary

Send a weekly summary

Time:

Monday 8:00 AM

OK Cancel

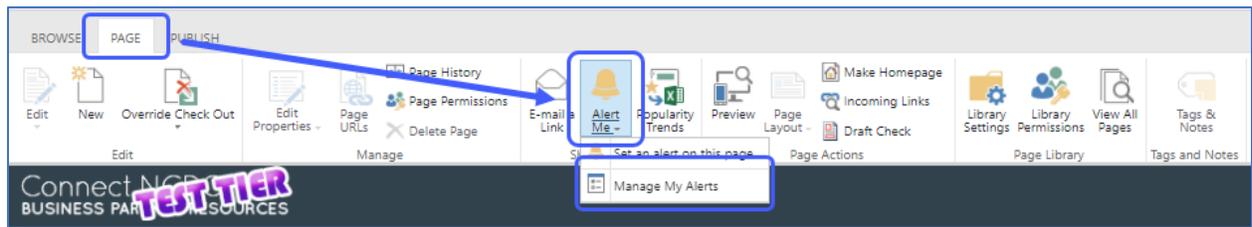
NCDOT Driveway Permits User Guide

8. Select **OK** to create the alert or **Cancel** to return. If you elected to create the alert, an email notification will be received indicating that an alert has been created for the driveway permit.

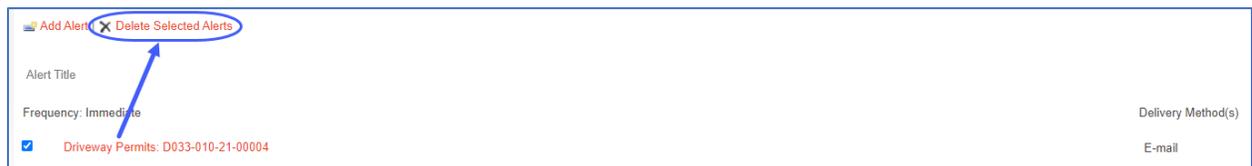
Removing an Alert on a Driveway Permit

If you no longer want to receive email or text notifications when a driveway permit changes, do the following:

1. Access the **Permits Home** page
2. Select **Page** in the top-left corner.
3. Locate **Alert Me** on the ribbon and select **Manage My Alerts**



4. All alerts will be listed. Locate the alert for the driveway permit. Click to select.
5. Select **Delete Selected Alerts**



6. Confirm the deletion by selecting **OK** to continue. Otherwise, select **Cancel** to return and not delete the alert.

Checked Out Documents

Checked out documents in the Permits site are used for version control. Although this practice is discouraged, District Offices should monitor for a checked out document as this:

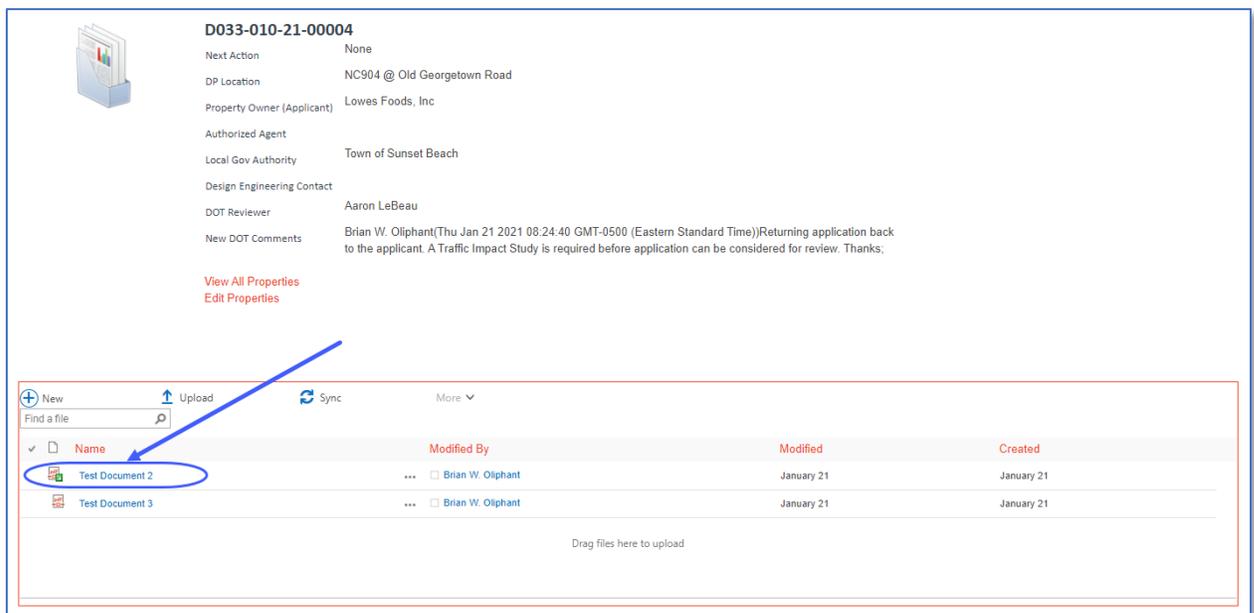
- 1) Prevents the archive of approved and denied permits to the District Files and Driveway Permits site collections; and
- 2) Prevents other users from managing the document until it has been checked-in by the user who initially checked it out.

To distinguish between a checked in versus a checked out document, do the following:

1. Select **Manage Permits** from the Permits Home page.
2. Search for and/or filter for the desired permit.
3. Click on the Permit Identifier (e.g. E122-002-21-00005, D033-010-21-00004) to continue.

NCDOT Driveway Permits User Guide

- The document highlighted indicates that it has been checked out. Note the green arrow located in the lower right corner of the file type icon (e.g. PDF). A document without the green arrow indicates that it is checked in.



The screenshot displays a document management interface. At the top, a document icon is shown next to the ID **D033-010-21-00004**. Below this, a list of metadata is provided:

- Next Action: None
- DP Location: NC904 @ Old Georgetown Road
- Property Owner (Applicant): Lowes Foods, Inc
- Authorized Agent: Town of Sunset Beach
- Local Gov Authority: Town of Sunset Beach
- Design Engineering Contact: Aaron LeBeau
- DOT Reviewer: Aaron LeBeau
- New DOT Comments: Brian W. Oliphant(Thu Jan 21 2021 08:24:40 GMT-0500 (Eastern Standard Time))Returning application back to the applicant. A Traffic Impact Study is required before application can be considered for review. Thanks;

Below the metadata, there are two links: [View All Properties](#) and [Edit Properties](#).

The lower portion of the screenshot shows a file list table with the following columns: Name, Modified By, Modified, and Created. The table contains two entries:

Name	Modified By	Modified	Created
Test Document 2	... <input type="checkbox"/> Brian W. Oliphant	January 21	January 21
Test Document 3	... <input type="checkbox"/> Brian W. Oliphant	January 21	January 21

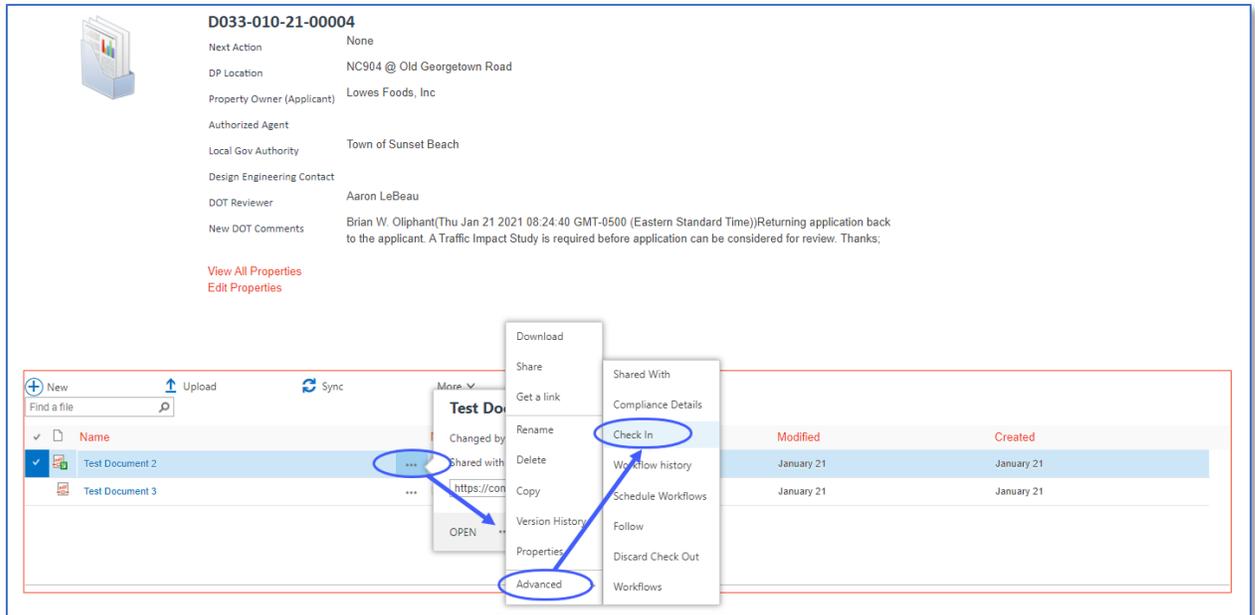
A blue arrow points to the green arrow icon in the lower right corner of the 'Test Document 2' file icon, which indicates that the document is checked out.

Document Check In

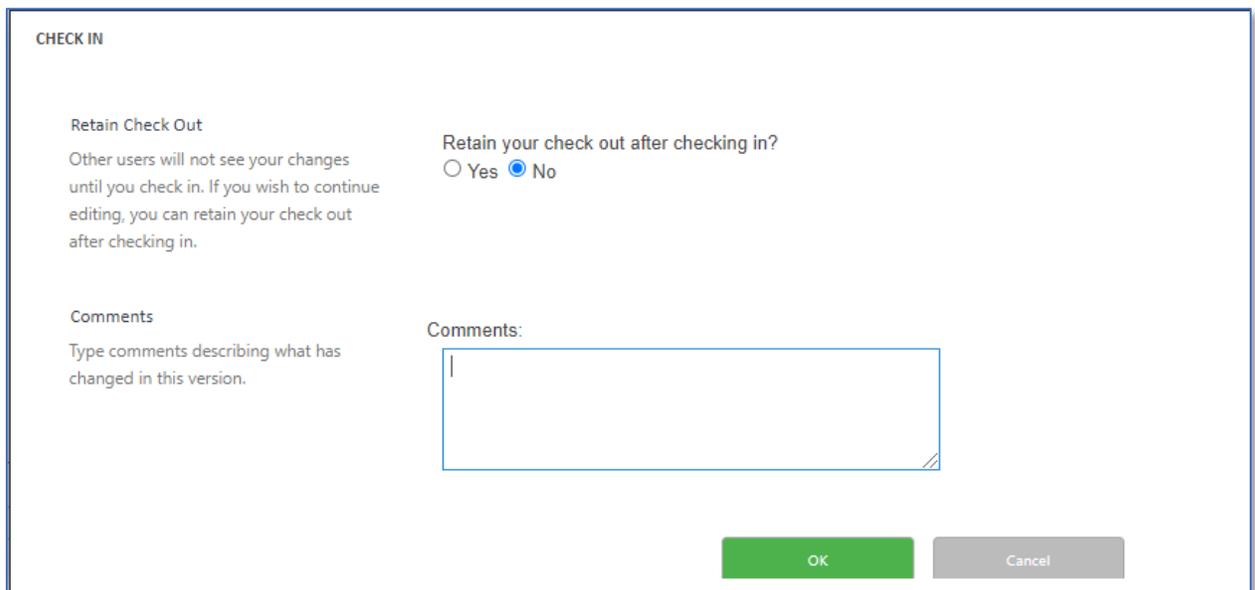
To check in a document, do the following:

- Locate the checked out document from the list of files. In some instances, there may be multiple checked out documents. Note that only one document can be checked in at a time.
- Select the ellipsis (...) to the right of the file name.
- Select the ellipsis (...) on the next panel to continue.
- Select **Advanced**.
- Select **Check In** to continue.

NCDOT Driveway Permits User Guide



6. Enter any comments associated with the Check In and click **OK** to continue.



7. Verify that the document has been successfully checked in. Repeat these steps for any remaining checked out documents.

NCDOT Driveway Permits User Guide

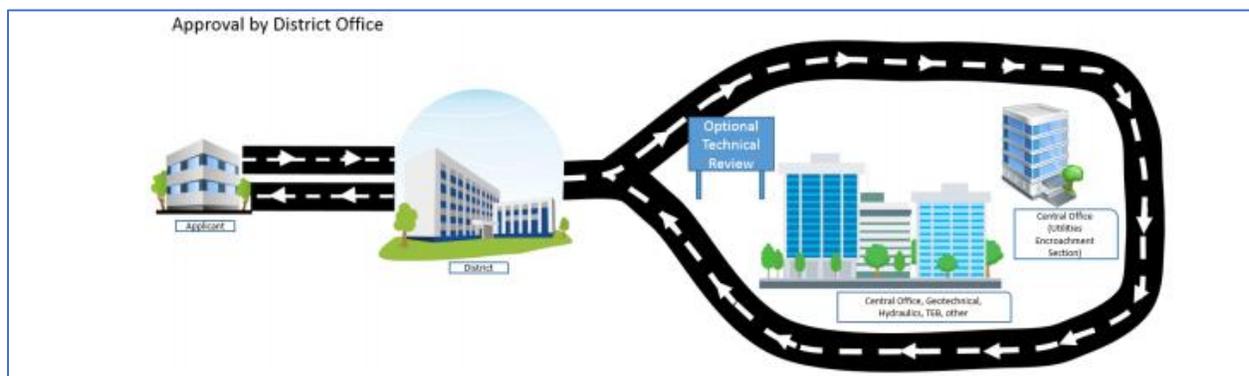
Driveway Permit Review Process: Approval by District Office

This process applies to driveway permit submission requests being approved at the District/Division Office level.

1. Submittal
 - The Applicant submits a Driveway Permit Submission to NCDOT through the Permits site. Refer to the Submit a New Driveway Permit section in this manual. Next Action is set to **District** and Decision is set to **Proposed** automatically.
2. Driveway Permit Review
 - The District Office will review the Driveway Permit Submission for completeness and accuracy. If the documents are insufficient, move to the Incomplete Driveway Permit Submission process. If the documents are complete, the Driveway Permit Submission moves to Step 3.

Incomplete Driveway Permit Submission

- a. The District/Division Office will add comments/guidance on changes (additional documents if necessary) to the Driveway Permit submission and change Next Action to **Applicant**. When this occurs, an email will be sent to the Applicant notifying them that the Driveway Permit submission is incomplete.
- b. The Applicant will review the New DOT Comments and add any revised documentation to the Driveway Permit submission as needed.
- c. The Applicant will submit the revised documentation using the **Send Back to DOT** button on the Driveway Permit Submission welcome page. This will automatically set the Next Action to **District Review** and notify the District Office via email if an alert was set on the Driveway Permit Submission.
- d. Several iterations between the Applicant and NCDOT may occur until the Driveway Permit submission is complete. In some cases, the Applicant may be required to visit the District Office to finalize the Driveway Permit submission.



3. Technical Review
 - District Office reviews the Driveway Permit submission for compliance with NCDOT standards and specifications. Next Action is changed by the **District Office** to indicate that the driveway permit is currently under review.

NCDOT Driveway Permits User Guide

- If all plans and documents are deemed acceptable, move to Step 4 **Permit Approved/Denied/Withdrawn**.
- If the driveway permit plans and/or documents require revision, move to the Resubmittal process.

Resubmittal

- a. District Office Reviewer must change Next Action to **Applicant**.
 - b. The Applicant reviews the New DOT Comments and/or documentation and makes the necessary revisions.
 - c. The Applicant will submit the revised documentation to the District Office using the **Send Back to DOT** button on the Driveway Permit submission welcome page. This will automatically set the Next Action to **District Review** and notify the District Office via email if an alert was set on the Driveway Permit submission.
 - d. Several iterations between the Applicant and NCDOT may occur until the Driveway Permit submission is complete. In some cases, the Applicant may be required to visit the District Office to finalize the Driveway Permit submission.
4. Permit Approved/Denied/Withdrawn
- The Reviewer adds signed Approved/Denied/Withdrawn documents, properly executed driveway permit agreements and final plans to the Driveway Permit submission as a **single** document. Any document(s) that are not considered part of the Driveway Permit submission should be deleted.
 - The Reviewer updates the Decision tab on the Driveway Permit submission by selecting the appropriate **Decision** (e.g. Changing from Proposed to Permit Approved, Permit Denied, or Permit Withdrawn) and **Decision Date**. Next Action is automatically set to **None** and the Decision field is locked from future updates.
 - An automatic email notification is sent to the Contact Email and Notify Email address(es) specified on the Driveway Permit submission.

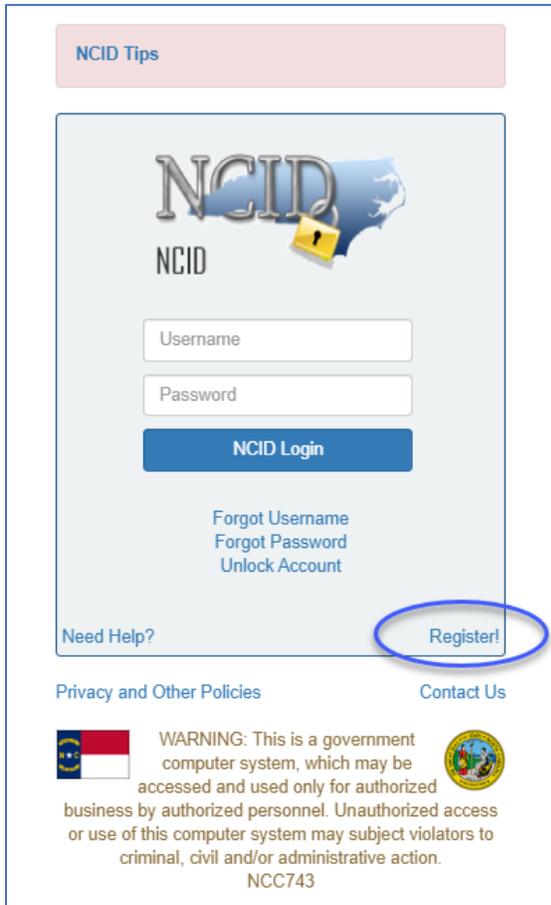
IMPORTANT: Applicants with NCIDs can retrieve approval documents from the Permits site. Applicants without NCIDs must be emailed (or other arrangements made for delivery) the approval documents by the NCDOT Reviewer.

NCDOT Driveway Permits User Guide

Appendix A

To create a new **Business** NCID account, do the following:

1. Select **Register** as shown



2. Select **Business** as shown

North Carolina Identity Management

New User Registration

Please indicate your user type from one of the following categories:

Individual	Request access to the State of North Carolina services as an individual or citizen.
Business	Request access to the State of North Carolina services on the behalf of a business.
State Employee	Currently employed or assigned to work for an agency within the State of North Carolina government.
Local Government Employee	Currently employed or assigned to work for a North Carolina county or municipality.

This system is the property of the State of North Carolina and is for authorized use only. Unauthorized access is a violation of federal and state law. All software, data transactions, and electronic communications are subject to monitoring.

[North Carolina www.nc.gov](#) [Privacy and Other Policies](#) [Contact Us](#)

3. Complete the input form. Fields denoted with an asterisk (*) are required.

- Desired Username*
- Prefix
- First Name*
- Middle Initial
- Last Name*
- Suffix
- Email Address*
- Confirm Email Address*
- Telephone Number*
- Telephone Extension
- Mobile Number (Recommended)
- Street – Line 1*
- Street – Line 2
- City*
- State*
- Zip*
- New Password*
- Confirm New Password*

NCDOT Driveway Permits User Guide

The screenshot shows the 'New User Registration' page of the North Carolina Identity Management system. The page title is 'New User Registration' with a subtitle 'Self Service Password Reset'. The breadcrumb trail is 'North Carolina Identity Management'. The main content area contains a registration form with the following fields and instructions:

To create your account, NCID will email you a code. You will need this code once you complete the form below and click the "Continue" button.

Waiting for typing to complete...

Desired Username*

Prefix (Optional)
Dr

First Name*

Middle Initial (Optional)

Last Name*

Suffix (Optional)

Email Address*
username@domain.com

Confirm Email Address*

Telephone Number*
919-555-1234

Telephone Extension (Optional)

Mobile Number (Recommended)
919-555-1397

Street - Line 1*

Street - Line 2 (Optional)

City*

State*
NC

Zip*

New Password*

- Password is case sensitive
- Must be at least 8 characters long
- Must not include part of your name or user name
- Must not include a common word or commonly used sequence of characters

4. Select the ***I'm not a robot*** check box and verify.
5. Select ***Continue*** to create your new Business NCID account or select ***Cancel*** to return. An email notification will be received if you created a new Business NCID account.
6. Complete the registration process by verifying your NCID account which includes answering your security questions. Upon the completion of this process, use the Business NCID created to submit as a credential to get access to the Encroachment Submission site.

For further assistance or questions concerning NCID, please contact NCID at 919-754-6000, toll free at 1-800-722-3946, or email: dit.incidents@its.nc.gov.